

PRE-EXAMINATION BOOKLET

FOR

POLICE COMMUNICATIONS OFFICER

ENTRANCE LEVEL EXAMINATION



PREPARED BY

OFFICE OF STATE EXAMINER

MUNICIPAL FIRE AND POLICE CIVIL SERVICE

TEST DEVELOPMENT AND RESEARCH DIVISION

DO NOT BRING THIS BOOKLET TO THE EXAM SITE

TABLE OF CONTENTS

	PAGE
INTRODUCTION	1
BRIEF DESCRIPTION OF THE TEST	1
HOW THE TEST IS GRADED	5
HOW TO USE THIS BOOKLET	5
HOW TO USE THE SPECIAL ANSWER SHEET	6
HOW TO TAKE THE WRITTEN TEST	7
SPECIFIC HINTS FOR TAKING THE TEST	8
SAMPLE JOB SIMULATION TEST	9
SAMPLE WRITTEN TEST	11
CORRECT ANSWERS TO THE SAMPLE QUESTIONS	21
PRACTICE MATERIALS.....	26

INTRODUCTION

One of the first steps toward becoming a Police Communications Officer is successfully passing a civil service examination which is administered by the Office of State Examiner for Municipal Fire and Police Civil Service. This booklet will provide you with important information about the examination process, some helpful hints on taking tests, and some sample questions that are similar to those that are actually on the Police Communications Officer examination.

You do not need to already have a knowledge of the operations of a police communications center in order to pass this examination. The test has been designed to evaluate knowledges, skills, and abilities that are needed in order to learn the duties of a Police Communications Officer. For example, much of a Police Communications Officer's time is spent in listening to communications over the telephone or radio and writing the information on a log. Therefore, part of your examination will consist of listening to simulated police calls and writing down information that you have heard.

BRIEF DESCRIPTION OF THE TEST

The Police Communications Officer test consists of two parts: a multiple-choice written examination and a job simulation test that will be given at the same time.

To closely simulate the job itself, you will be asked to assume that you are working as a Police Communications Officer. After you have been given specific directions by the examiner, you will begin working on your multiple-choice test. Periodically, you will be interrupted by taped messages simulating actual radio communications and calls from the public for assistance. When you hear the simulated messages, you will put aside your written test and write down certain information from the calls onto a form. You will then use the procedures provided to you in deciding which unit to "dispatch". A police unit board is used to keep track of which units are available to be dispatched.

After you have recorded the necessary information from a call, you will return to your written test until the next call comes in.

JOB SIMULATION TEST

Much of the work handled by police dispatchers involves handling calls from the public, dispatching the correct police units, and keeping track of the various units at all times. The job simulation test is designed to closely simulate these work activities. As you are taking your multiple-choice test, you will be periodically interrupted by taped messages that simulate actual radio communications and calls from the public for assistance. After listening to each call, you are to record the caller's name, address, nature of call, and the time on a log sheet. Following procedures given to you during the taped instructions as well as those printed in the exam folder, you must then locate the address on the map, dispatch the correct unit, and keep track of the units dispatched by using a police unit board. You will use the information you have recorded on the log sheet later in answering the last section of multiple-choice questions on the written test.

The job simulation part of the examination is designed to evaluate your ability to follow instructions, to remain calm and perform tasks under stress as well as your ability to read maps. Also tested in this exercise is your ability to organize your work so that you may best accomplish given objectives.

WRITTEN TEST

The written test contains 100 multiple-choice questions and is divided into seven subject areas. You will have two hours and fifteen minutes in which to complete the entire examination.

POLICE COMMUNICATIONS OFFICER
WRITTEN TEST
CONTENT TABLE

SUBJECT AREA	PERCENTAGE OF EXAM
Coding	16
Interpreting Charts	12
Telephone Directory Usage	16
Reading Comprehension	14
Map Reading	10
Filing	5
Log Sheet	27
TOTAL	100%

Coding

This section is designed to evaluate your ability to read and comprehend material such as manuals, procedure sheets and instructions. This skill is used in talking on police radio frequencies, and entering or retrieving information on computer terminals or from files. You will be given a code corresponding to other information and will be asked to answer multiple-choice questions based on this information.

Interpreting Charts

Much of the report writing done by Police Communications Officers is a matter of gathering or recording information on logs, charts or forms and compiling this information into a more concise form. This section is designed to test your ability to use and understand forms. You will be given a chart and asked to retrieve information from the chart in answering multiple-choice questions.

Telephone Directory Usage

This section is designed to evaluate your ability to use a telephone book. All Police Communications Officers should be able to retrieve necessary information from the telephone book and should, therefore, be familiar with the basic arrangement and rules of alphabetizing. This section is divided into two groups of multiple-choice questions. In the first group, you are asked to arrange items in the order in which they would appear in the directory by following the basic rules of alphabetizing.

In the second group, you will be given a telephone directory excerpt and asked to retrieve information from the excerpt in answering the multiple-choice questions.

Reading Comprehension

This section is designed to test your ability to read and comprehend materials such as manuals, procedure sheets, reports, and instructions. You will be given excerpts from reading material that is very similar to that which must be read by Police Communications Officers. After reading the material you will be asked to answer questions based upon what you have read.

Map Reading

This section tests your ability to understand and use maps. Police Communications Officers are often required to read maps in locating streets, addresses, or intersections, as well as in locating zones in determining which unit to dispatch. You will be given a city map divided into three zones and asked to answer multiple-choice questions based on the information on the map.

Filing

Most Police Communications Officers have some type of filing system that they must use. This section is designed to evaluate your ability to use and understand the basic rules for filing and retrieving information. You will be given sample file cards to use in a filing exercise in answering the multiple-choice questions.

Log Sheet

This section is designed to evaluate your ability to use the information that you have recorded on a form. You will be asked to answer multiple-choice questions based upon the information you have recorded throughout your test on the Police Dispatcher Daily Log.

HOW THE TEST IS GRADED

Regardless of the area in which you take your test, all test papers are graded in Baton Rouge in the Office of State Examiner. Your scores on both parts of the Police Communications Officer exam are statistically combined into a single score. In order to successfully pass the examination and be considered for employment, you must make a score of 75 or above. The scores of all candidates taking the exam will be reported to the Fire and Police Civil Service Board in your jurisdiction, and the local board will notify you of your grade on the exam. When there is an opening in the Police Department in your jurisdiction, the Fire and Police Civil Service Board will place on an employment list the names of all applicants who have successfully passed the examination. The appointing authority for your Police Department may then fill the vacancy by selecting any one of the names certified to him by the board on the employment list.

HOW TO USE THIS BOOKLET

You may actually practice your test taking skills by answering the sample questions provided in this booklet. If you desire further practice, you may also obtain books from your local library that contain sample civil service test questions. Should you decide to use additional practice material, it would be most beneficial to practice on the questions that are similar to the sample questions in this booklet. For example, it would be helpful to practice reading comprehension or filing questions, but English questions would not particularly help you to prepare for this exam.

HOW TO USE THE SPECIAL ANSWER SHEET

When you take the Police Communications Officer examination you will record your answers on a separate answer sheet rather than directly into the test booklet. A sample answer sheet has been provided at the back of this booklet following page 26. You may wish to detach all of the practice materials at this time so that you may look at them as you read these directions. Prior to the examination, you will be given detailed instructions on how to fill in the required information on the answer sheet. The front side of the answer sheet contains personal information such as your name and social security number as well as information about the jurisdiction. You must follow the examiner's directions exactly so that your responses may be correctly scanned into the computer.

Some of the information requested on the answer sheet requires that you print information in blocks. After you have printed the required information in the blocks, you must also fill in the oval in the vertical column below each block which corresponds to the letter or number in the block. The first row of boxes is for your name. In the example below, John E. Smith entered his name in the boxes by placing one letter in each box, while skipping a space (block) between each name or initial. Once his name was correctly printed in the boxes, the oval corresponding to that letter in the column below was filled in.

STATE OF LOUISIANA

OFFICE OF STATE EXAMINER

Municipal Fire And Police Civil Service

IMPORTANT

USE ONLY PENCIL ONLY (1)(2)

• EXAMPLE (1) (2) (3) (3)

• ERASE COMPLETELY TO CHANGE

APPLICANT'S SIGNATURE

John G. Smith

2

LAST NAME, FIRST NAME, MIDDLE INITIAL (Please leave a blank space between each name.)

S M I T H J O H N E

You may practice recording the required information on the answer sheet by printing your name in the correct spaces on the front of the sample answer sheet.

The back of the answer sheet contains more information about the examination. In recording your answer choices, you should use only the No. 2 pencil provided at the exam site and mark only one answer for each question number. It is extremely important that you make your mark dark and that you completely fill the oval. In the example below, answer "3" was chosen as the correct answer and the oval over the "3" was filled in completely. Erase your original mark completely to change your answer. Do not make any stray marks on the answer sheet.

EXAMPLE: ① ② ☒ ④ ⑤

On the sample answer sheet, find the words "TEST ANSWERS" over the blocked area with numbers 1-192. This is where you will record your answers to the test questions.

HOW TO TAKE THE WRITTEN TEST

The written examination is divided into seven sections. The next part of this booklet contains several sample questions from each of the subject areas. Before you begin, however, become familiar with the helpful hints for taking a multiple-choice test:

1. **Know the Rules.** The Examiner will be the person in charge of the exam. Listen carefully when he gives the test instructions. If you have any questions, ask the Examiner. There may be others who have the same questions but are afraid to ask. You will not be allowed to use a calculator for the test nor will you be allowed to leave the room or smoke during the test.
2. **Budget Your Time.** Before you begin the test look it over and decide how much time you can spend on each section. Do not waste much time trying to answer the questions you find hard, since this may not leave you enough time to do the easier ones. All questions count the same. That means you get the same credit for correctly answering the easy questions as you do for answering the hard questions. Therefore, answer easy questions first, then come back to the harder ones if you have time. The Examiner will notify you after you have been working one hour and then again fifteen minutes before your time is up. Use this information to help pace yourself.
3. **Read the Question Carefully.** Read all the questions and directions carefully. Do not assume that you know what a question is asking after reading the first few words. Read the entire question. After you have read a question, read all the possible answer choices. Your task is to pick out the best answer. You cannot pick out the best answer until you know all the answer choices - so read them all.

4. **Set Aside Wrong Choices.** If you are not sure which answer is correct, eliminate the choices you know are wrong. If you can narrow down the number of choices, you increase your chances of answering the question correctly.
5. **Answer All Questions.** Answer every test question. Even if you cannot eliminate any of the answer choices, take a guess. You have nothing to lose.
6. **Check Your Answer Sheet Often.** The answer sheet is numbered from top to bottom. Before you start the test, look over the answer sheet. If you have any questions, ask the Examiner before you start. While taking the test, check your answer sheet every few questions to be sure you are using the right number to mark your answer. Be particularly careful if you skip questions. Do not make any extra marks on your answer sheet. If you skip a question it is better to make a note of it on your scratch paper.
7. **Do Not Write in the Test Booklet.** Scratch paper will be provided. Do any figuring or make any notes on the scrap paper. Do not make any marks in or on the test booklet.
8. **Do Your Own Work.** Rely on your own ability. Test takers who are caught copying are disqualified. Besides, your neighbor may not know as much as you do.
9. **Check Your Work.** After you have answered all the questions on the test, check your work. Have you answered all the questions you were supposed to answer? Make sure you have marked the answer sheet properly. When you review the answer sheet, do not look for patterns in order of answer choices. Tests are not designed to have patterns for correct answers.

SPECIFIC HINTS FOR TAKING THE POLICE COMMUNICATIONS OFFICER TEST

Job Simulation Test

Listen very carefully to the taped instructions. Ask the Examiner if you do not understand any part of the instructions. You should arrange your test materials in front of you so that you may make the best use of your time. Pay very close attention to the taped messages as you will be graded on information which you record. You will only hear each call one time --- it cannot be repeated, so you must record the information as you are listening to the call. After you have handled each call according to the procedures, return to your written test until the next call comes in. If you do miss some of the information in the call, do not panic. Concentrate on recording as much information as you can.

Interpreting Charts

The multiple-choice questions require you to gather certain information from a chart. To do this, you may need to complete certain columns or lines of the chart. Use your scratch paper for any computations. Do not write in your test booklet.

Map Reading

You will be given one map which has been divided into three zones to use in taking the Police Communications Officer test. Some of the questions require you to locate buildings, streets, addresses or intersections. You will also use the same map in locating the addresses of the calls in the job simulation test so that you may determine which police units to dispatch. The directions (north, south, east, and west) are indicated by a legend on the map and the buildings and street names are labeled directly on the map.

Log Sheet

This section of the multiple-choice test requires you to answer questions based on the information you have recorded on the log sheet during the job simulation exercise. It is to your advantage to write legibly and record the information accurately following the procedures that we will give you.

JOB SIMULATION TEST

The next section of this booklet contains information on the job simulation part of the Police Communications Officer examination. Sample calls are included so that you can practice recording information from the calls on the log sheet.

A copy of a log sheet similar to the one you will be using is included in the Practice Materials Section of this booklet following page 26. The procedures for recording this information are listed on the log sheet.

On the actual test, you will be given taped instructions for the job simulation test prior to the start of the examination. Keep in mind that when you actually take the exam, you will be working on your written test in between the simulated dispatching messages.

INSTRUCTIONS FOR JOB SIMULATION TEST

For the purposes of this test, you are to assume that you are a Police Communications Officer in the City of Urbandale. While you are taking your written test you will be periodically interrupted by taped messages that simulate the kinds of calls received by Police Communications Officers.

After you have heard all of the calls on the tape you will be required to answer questions based on the information you have recorded on the log sheet. During the actual test, you will be given specific procedures to follow in recording the information on the Log Sheet. You will also be given procedures to follow in dispatching police units to the scene. For practice, have someone read the sample calls to you as you record the information on the sample Log Sheet following page 26. The procedures for recording the information are listed at the bottom of the Log Sheet.

PRACTICE CALLS FOR JOB SIMULATION TEST

(NOTE: For practice, have someone read the following calls to you as you record the information on the Log Sheet.)

CALL #1

CALLER: This is Marie Belton. I live at 205 West Peachtree Street. My next door neighbor at 215 Peachtree is away for the week, and I noticed someone prowling around the grounds trying to open one of the garage doors. Could you send someone out?"

DISPATCHER: "We'll have a police unit over there immediately, Ms. Belton. The time is 7:06 a.m."

CALL #2

CALLER: "This is Paul Broussard, the Principal of Central High School at 500 Florida Street. While we were away for the weekend, someone broke into the building and left the water running in the bathrooms which flooded the hallways on the first floor. Could you send someone out to make a report?"

DISPATCHER: "Someone will be there shortly to make a report. The time is 7:32 a.m."

After you have recorded the information from the calls on the Log Sheet, put the Log Sheet aside and begin answering the questions on the written test beginning on page 12 You will need to refer to the Log Sheet in answering the multiple-choice questions in the last section of the written test.

SAMPLE MULTIPLE-CHOICE QUESTIONS

The next section contains practice questions that are very similar to those on the test. You may actually practice taking the test by marking your answers on the sample answer sheet. A discussion of the correct answers begins on page 22.

CODING

In this type of question, you are asked to match letters and numbers according to a given pattern.

INCIDENT LOCATION -	F C W D V P
ZONE CODE LETTER -	t f d w s r
FILE NUMBER -	3 6 2 7 5 1

As a Police Communications Officer you may receive many calls reporting such things as traffic accidents, security alarms, family disturbances, etc.

Assume that each of the above capital letters is the first letter of a street on which an incident occurs, that the small letter directly beneath the capital letter is the code for the zone in which an incident occurs, and that the number beneath the code letter is the corresponding file number.

FOR EXAMPLE: If you have a traffic accident on Deer Park Drive you would know that the corresponding code letter would be "w" as it is directly under "D", and that the file number is "7".

* * * * *

1. A man who gives his name as Robert C. Smith calls and reports a traffic accident in the 1100 block of Park Drive. The corresponding zone is

1. 1.
2. r.
3. 7.
4. f.

2. You need to retrieve the file for an incident which involved a fight which occurred at a bar at 718 Field Street. You would look for file number

1. t.
2. 6.
3. 3.
4. f.

3. Listed below is a series of incident locations. Choose the correct series of code letters that corresponds with the following locations:

W, V, D, C

1. d,s,f,w
2. d,s,w,f
3. s,d,f,w
4. s,d,w,f

NUMBER OF TRAFFIC ACCIDENTS HANDLED

POLICE UNIT	MON	TUES	WED	THUR	FRI	SAT	SUN	TOTAL
"H"	3	N	5	1	3	4	1	
"I"	4	N	N	2	3	1	1	
"J"	N	1	N	1	1	N	1	
"K"	1	1	2	2	2	N	2	
"L"	3	2	2	N	1	4	2	
"M"	N	1	3	1	N	2	2	
"N"	1	3	1	N	4	2	1	
TOTAL								

DO NOT WRITE IN THIS BOOKLET

USE SCRATCH PAPER FOR ANY COMPUTATIONS

INTERPRETING CHARTS

DIRECTIONS:

The next 3 questions are based on the form on the facing page. The number of traffic accidents handled by each Police Unit is listed on the form. "N" indicates that the police unit did not handle any traffic accidents that day.

4. Which police unit answered the MOST traffic accident calls this week?

1. "H"
2. "I"
3. "L"
4. "N"

5. The number of times police unit "L" was dispatched to a traffic accident on Saturday is

1. 3.
2. 2.
3. 1.
4. 4.

6. What police unit handled the MOST calls on Wednesday?

1. "H"
2. "K"
3. "L"
4. "M"

TELEPHONE DIRECTORY EXCERPT

EDDIE'S ACE HARDWARE

4401 Downman Rd ————— 242-8352

EDDIE'S AUTO PARTS & ACCESSORIES INC

236 Hickory Av Harahan ————— 737-6355

Eddie's Auto Repair

1901 C Industrial Blvd Harvey ————— 340-2079

EDDIE'S BODY SHOP

1323 Carroll Kenner ————— 468-3332

Eddie's Body Shop 3618 Baudin ————— 482-1723

Eddie's Bumper Reinforcement

Recycling 508 Homewood Pl Westwego ————— 347-9161

Eddie's Complete Auto Repair

3804 Frenchmen ————— 944-2665

Eddie's Exxon 1339 Bienville ————— 827-0463

Eddie's Paint & Body Shop

1815 Airline Hwy Kenner ————— 721-0881

Eddie's Radio & TV Sales & Service

1741-J Williams Blvd Kenner ————— 443-1949

EDDIE'S RESTAURANT & BAR

2119 Law ————— 945-2207

Edel David G 328 Marmandie Av River Ridge ————— 738-9622

Edel Frank R 777 Means Av ————— 242-5465

Edel Hypolite 4118 N Johnsa ————— 947-8590

Edel M G 350 Tudor Av River Ridge ————— 737-0292

Edel Madeline Mrs 1205 Missouri Chalmette ————— 277-3005

Edel Peter ————— 367-2567

Edel Robert P 3604 Mumfry Rd Chalmette ————— 279-1131

Edelblut C M 4235 Vixen ————— 392-0075

Edelen Bruce 4 Petite Bayou La ————— 254-2102

Edelen Cary 1314 Pleasant ————— 895-4330

Edelen G O 210 Maumus Av ————— 704-2214

Edelhaus Inc gifts —————

Uptown Square Shopping Center ————— 866-3915

2213 17th Metairie ————— 837-3818

Edell Lester W 4322 Spain ————— 282-2483

Edell Lester W Jr 497 Audubon ————— 866-8017

Edelman A 4409 Eba ————— 822-4969

Edelman Alan S 540 Governor Nichols ————— 522-4188

Edelman M 7 Dove ————— 283-7187

Edelman S 1201 St Charles Av ————— 895-8739

Edelman Thelma A Mrs 2233 St Charles Av ————— 524-3838

Edelman Warren S 624 Lowerline ————— 861-9857

Edelman William W 7 Dove ————— 283-7187

Eden Crosby 1320 Angus Dr Harvey ————— 368-9699

Eden Frances 2301 Severn Av Metairie ————— 837-8506

Eden Isles 4600 Pontchartrain Dr

Sidell La ————— New Orleans Tel No- 821-3465

EDEN ISLES INC dist serv —————

Administration & Sales

4600 Pontchartrain Dr

Sidell La ————— New Orleans Tel No- 821-3464

Ofc 4600 Pontchartrain Dr Sidell La ————— 643-8211

Golf Club & Pro Shop 201 Pebble Beach Dr

Sidell La ————— New Orleans Tel No- 821-0633

Eden Isles Sales Moon Raker Dr

Sidell La ————— New Orleans Tel No- 525-1722

Eden John 830 Lamarque ————— 366-3810

Edgerson Louis 2514 Columbus ————— 945-4209

Edgerson Marie 4229 Caliseum ————— 897-0450

Edgerson Peter 2423 S Drogny ————— 522-2997

Edgerson Raymond 422 Atlanta River Ridge ————— 721-0349

Edgerson Ronald F 13223 Fossmoor Dr ————— 241-6514

Edgerson Sandra 3329 Press ————— 949-2214

Edgerson Sedonia 157 2nd Bridge City ————— 436-4350

Edgerton D 340 Esplanade Av ————— 522-3172

Edgerton James C 1901 Lafayette Gretna ————— 367-8540

Edgett M D 301 Doerr Dr Arabi ————— 271-2595

Edgett Melissa 4369 Maple Leaf Dr ————— 394-8029

Edgett Milton L 609 S Pierce ————— 482-5950

Edgett Stephen 8429 Hermitage Dr Chalmette ————— 277-2642

Edgett William C 2220 Lena Dr Chalmette ————— 271-8746

Children's Telephone

2220 Lena Dr Chalmette ————— 271-2414

Edgewater Baptist Church 5900 Paris Av ————— 238-1461

EDGEWATER SALES

CO boats

1607 Veterans Memorial Blvd ————— 835-3143

EDGEWOOD PEST AND TERMITES CONTROL INC

307 W Judge Perez Dr Chalmette ————— 271-6530

Edgeworth Charles T Sr

124 Heien Dr Avondale ————— 436-5025

Edginton Richard W 413 Bruce Av Gretna ————— 366-1762

EDICT ECONOMIC DEVELOPMENT

PROGRAM 2908 S Carrollton Av ————— 861-2364

EDICT INVESTMENT CORP

2908 S Carrollton Av ————— 861-2364

Edie Fred 2 Chymic Ct ————— 392-5452

Edie Thomas H Jr 4700 Laudun Metairie ————— 885-3166

Edin G 2511 St Charles Av ————— 899-6772

TELEPHONE DIRECTORY

INSTRUCTIONS:

Select the answer that corresponds to the correct order in which the items would appear in the directory.

7. A. Santiago, Anthony
B. Santa, J.R.
C. Santamaria, Robert A.

1. B,A,C
2. A,B,C
3. B,C,A
4. C,A,B

8. A. Beasley, David C.
B. Beardon, Fred W.
C. Beam, David R.

1. C,A,B
2. B,A,C
3. A,B,C
4. C,B,A

DIRECTORY USAGE

Use the telephone directory excerpt on the facing page to answer the next 2 questions.

9. The telephone number for Eddie's Paint and Body Shop is

1. 340-2079.
2. 468-3332.
3. 482-1723.
4. 721-0881.

10. The address for Lester W. Edell, Jr., is

1. 4322 Spain.
2. 497 Audubon.
3. 4409 Elba.
4. 210 Maumus.

STANDARD TEN CODES

- 10-41 Beginning tour of duty
- 10-42 Ending tour of duty
- 10-43 Information
- 10-44 Request permission to leave patrol _____ for

- 10-45 Animal carcass in _____ lane at _____
- 10-46 Assist motorist
- 10-47 Emergency road repairs needed
- 10-48 Traffic standard needs repairs
- 10-49 Traffic light out
- 10-50 Accident - F, PI, PD
- 10-51 Wrecker needed
- 10-52 Ambulance needed
- 10-53 Road blocked
- 10-54 Livestock on highway
- 10-55 Intoxicated driver

PROCEDURES/READING COMPREHENSION

Use the list of Standard Ten Codes on the facing page to answer the following questions.

11. An officer on patrol notices a dangerous break in the concrete in a heavy traffic area. His signal to indicate this would be

1. 10-43.
2. 10-47.
3. 10-53.
4. 10-54.

12. An officer at the scene of a traffic accident is requesting a tow truck. The correct signal is

1. 10-46.
2. 10-51.
3. 10-52.
4. 10-54.

MAP READING

Answer the following questions based upon the map included with your practice materials following page 26.

13. The police station is in which direction from Central High School?

1. Southeast
2. Southwest
3. Northeast
4. Northwest

14. Which street is on the south side of the Court House?

1. West Peachtree Street
2. West Main Street
3. Third Avenue
4. Fifth Avenue

FILING

The following rectangles are sample cards to be used in the following filing exercise. Select the correct order by using the corresponding letters above the cards.

A

Dodd August 22

B

Rice August 08

C

Cooper August 31

D

Wilkes August 16

* * * * *

15. If you were to arrange the cards in alphabetical order, they would appear in the following order:

1. C,A,D,B
2. B,C,A,D
3. C,A,B,D
4. A,B,C,D

16. If you were to arrange the cards in "chronological" order, they would be in the following order:

1. B,D,A,C
2. A,B,C,D
3. D,B,C,A
4. B,A,D,C

LOG SHEET

Answer the following questions based upon the information you have recorded on your Log Sheet. Do not include the sample call in deciding upon your answers. The questions are based only on the calls you have recorded on the Log Sheet.

17. The name of the person who called to report a prowler at 215 West Peachtree Street was

1. Paul Broussard.
2. Marie Belton.
3. Paul Belton.
4. Marie Broussard.

18. What was the nature of the call at 7:32 A.M.?

1. Prowler
2. Stolen car
3. Vandalism
4. Robbery

END OF SAMPLE EXAM

The next section of this booklet contains the correct answers and explanations to both parts of the examination. When you have answered all of the questions in this section, turn to page 22 and compare your answers with the correct ones.

CORRECT ANSWERS TO THE SAMPLE QUESTIONS

CORRECT ANSWERS TO THE POLICE
COMMUNICATIONS OFFICER PRACTICE TEST

CODING

1. Correct answer is #2

The street location of the accident is Park Drive. The first letter of a street on which an incident occurs is the Incident Location Code (P). The corresponding zone is the small letter directly beneath the capital letter. The small letter directly beneath the capital "P" is the correct answer "r".

2. Correct answer is #3

The first letter of the street on which the fight occurred is "F" which is the Incident Location Code. Find the Incident Location Code (F) and follow the column down. The Zone Code letter is listed next and the File Number, which is "3", is listed last in the column.

3. Correct answer is #2

Find each of the Incident Location Code letters (capital letters) on the list. The small letter directly beneath each capital letter is the Zone Code letter. The Zone Code letter for W is d, for V is s, for D is w, and for C is f. Thus, the correct series of corresponding Code Letters is d, s, w, f.

INTERPRETING CHARTS

4. Correct answer is #1

Use your scratch paper to add up the calls on the chart for each Police Unit. By doing this, you will find that Police Unit "H" answered the most calls for the week with seventeen calls.

5. Correct answer is #4

Locate Police Unit "L" on the chart and follow the line for that unit across the page to "SAT" where you will find "4" listed as the number of times Police Unit "L" was dispatched on Saturday.

6. Correct answer is #1

Find the column for Wednesday by scanning the days of the week at the top of the chart. Under the "WED" column, you will find that Police Unit "H" answered the most calls on Wednesday with five (5) calls answered.

TELEPHONE DIRECTORY

7. Correct answer is #3

By using the basic rules of alphabetizing, the correct order of the items would be: Santa, J.R.; Santamaria, Robert A; and Santiago, Anthony. The answer choice which corresponds to this correct order is "B,C,A".

8. Correct answer is #4

The correct order for these items would be: Beam, David R.; Beardon, Fred W.; and Beasley, David C. The answer choice which corresponds to this correct order is "C,B,A".

DIRECTORY USAGE

9. Correct answer is #4

Use the telephone directory excerpt on the facing page to find the first word in the name of the business. After finding "Eddie's" in the first column, look down the column for the next word (Paint) in alphabetical order beside the "Eddie's" listings. You will find that "Eddie's Paint and Body Shop" is listed after "Eddie's Exxon", and the telephone number listed is 721-0881.

10. Correct answer is #2

Locate the last name of the subject in the second column of the excerpt. You will find that there are two listings with the last name "Edell". Lester W. Edell, Jr. is listed after Lester W. Edell, and his address is given as 497 Audubon.

PROCEDURES/READING COMPREHENSION

11. Correct answer is #2

By consulting the list of radio signals, you will find that the appropriate signal to use for indicating a dangerous break in the concrete would be "10-47". This signal means that emergency road repairs are needed.

12. Correct answer is #2

By consulting the list of radio signals, you will find that the appropriate signal to use when requesting a tow truck is "10-51". This signal indicates that a wrecker is needed.

MAP READING

13. Correct answer is #4

The direction indication arrows are at the bottom right of the map. Locate the Police Station and Central High School on the map. By referring to the direction arrows, you can determine that the Police Station is northwest of Central High School.

14. Correct answer is #2

Locate the Court House on the map. You will find that it occupies a four block area surrounded by Third Avenue, Fifth Avenue, West Main Street and West Peachtree Street. By using the direction indicator arrows at the bottom right of the map you will find that West Main Street is the street on the South side of the building.

FILING

15. Correct answer is #3

Arrange the names at the top of the file cards in alphabetical order and you will have the following: Cooper, Dodd, Rice, and Wilkes. By using the corresponding letters above each card, you will have the correct order: C,A,B,D.

16. Correct answer is #1

A file which is arranged in "chronological" order is arranged according to the order of time or the order in which something occurred. Use the dates (month and number) at the bottom of the cards to put the file cards in the order in which they occurred. The order would be: August 8, August 16, August 22, and August 31 (B,D,A,C).

LOG SHEET

NOTE: A completed Log Sheet is found on page 25 following the answers to this section.

17. Correct answer is #2

Column 1 is where the name of the caller is to be recorded. From the information given to you in the call, you should have "Marie Belton" listed as the name of the person who called to report a prowler.

18. Correct answer is #3

Column 3 is where the nature of the call is to be recorded. Column 4 is where you record the time. Find the time of the call in the question (7:32 a.m.) and trace it back to column 3 and you will find that the nature of the call was "vandalism".

(CORRECT ANSWERS)
POLICE DISPATCHER DAILY LOG

DATE _____

DISPATCHER'S NAME _____ JURISDICTION _____

COL. 1
NAME OF CALLER

COL. 2
ADDRESS

COL. 3
NATURE OF CALL

COL. 4
TIME

COL. 5
ZONE

Henry Allen	375 Florida Street	Stolen Car	6:45 AM	1
-------------	--------------------	------------	---------	---

Sample Call Only - (Use only the information that you write below in answering the questions about the log sheet).

<i>Marie Belton</i>	<i>215 West Peachtree St.</i>	<i>Browder</i>	<i>7:06 A.M.</i>	<i>2</i>
<i>Paul Braunsard</i>	<i>500 Florida Blvd.</i>	<i>Vandalism</i>	<i>7:32 A.M.</i>	<i>3</i>

PROCEDURES FOR RECORDING INFORMATION ON THE LOG SHEET:

Column 1: Write the name of the caller.

Column 2: Write the address to which the officer should be sent.

Column 3: Give a brief description of the call.

Column 4: At the end of the call, you are given the time to write in this column.

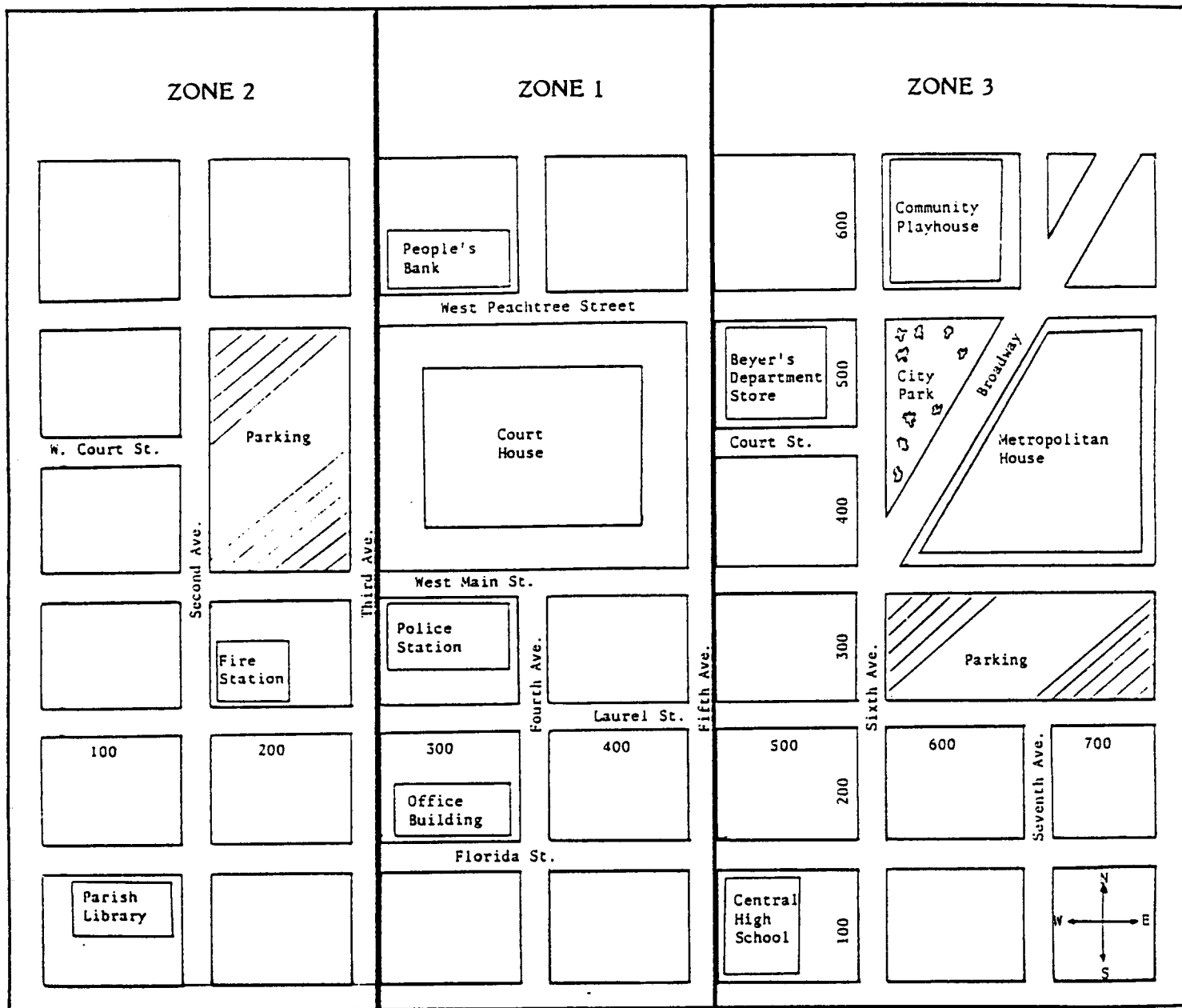
Column 5: Look at the Zone Map in the Practice Materials section to determine which zone the address is in and write this information in the column.

A sample call has been recorded on the log sheet for you to see how the information should be recorded.

POLICE COMMUNICATIONS OFFICER

PRACTICE MATERIALS

NOTE: Remove all of the following pages from the booklet for use when answering the practice questions.



ZONE MAP

(FOR USE WITH PRACTICE CALLS AND LOG SHEET)

POLICE DISPATCHER DAILY LOG

DATE _____

DISPATCHER'S NAME _____

JURISDICTION _____

COL. 1 <u>NAME OF CALLER</u>	COL. 2 <u>ADDRESS</u>	COL. 3 <u>NATURE OF CALL</u>	COL. 4 <u>TIME</u>	COL. 5 <u>ZONE</u>
---------------------------------	--------------------------	---------------------------------	-----------------------	-----------------------

Henry Allen	375 Florida Street	Stolen Car	6:45 AM	1
-------------	--------------------	------------	---------	---

Sample Call Only - (Use only the information that you write below in answering the questions about the log sheet).

PROCEDURES FOR RECORDING INFORMATION ON THE LOG SHEET:

- Column 1: Write the name of the caller.
- Column 2: Write the address to which the officer should be sent.
- Column 3: Give a brief description of the call.
- Column 4: At the end of the call, you are given the time to write in this column.
- Column 5: Look at the Zone Map in the Practice Materials section to determine which zone the address is in and write this information in the column.

A sample call has been recorded on the log sheet for you to see how the information should be recorded.

P7 0196 -E2030- 5 4 3 2 1

TEST NAME (CLASSIFICATION)												
A	A	A	A	A	A	A	A	A	A	A	A	I
B	B	B	B	B	B	B	B	B	B	B	B	II
C	C	C	C	C	C	C	C	C	C	C	C	III
D	D	D	D	D	D	D	D	D	D	D	D	IV
E	E	E	E	E	E	E	E	E	E	E	E	V
F	F	F	F	F	F	F	F	F	F	F	F	1
G	G	G	G	G	G	G	G	G	G	G	G	2
H	H	H	H	H	H	H	H	H	H	H	H	3
I	I	I	I	I	I	I	I	I	I	I	I	4
J	J	J	J	J	J	J	J	J	J	J	J	5
K	K	K	K	K	K	K	K	K	K	K	K	6
L	L	L	L	L	L	L	L	L	L	L	L	7
M	M	M	M	M	M	M	M	M	M	M	M	8
N	N	N	N	N	N	N	N	N	N	N	N	9
O	O	O	O	O	O	O	O	O	O	O	O	10
P	P	P	P	P	P	P	P	P	P	P	P	11
Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	12
R	R	R	R	R	R	R	R	R	R	R	R	13
S	S	S	S	S	S	S	S	S	S	S	S	14
T	T	T	T	T	T	T	T	T	T	T	T	15
U	U	U	U	U	U	U	U	U	U	U	U	16
V	V	V	V	V	V	V	V	V	V	V	V	17
W	W	W	W	W	W	W	W	W	W	W	W	18
X	X	X	X	X	X	X	X	X	X	X	X	19
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	20
Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	21

BOOKLET NUMBER					
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2	2	2	2	2	2
3	3	3	3	3	3
4	4	4	4	4	4
5	5	5	5	5	5
6	6	6	6	6	6
7	7	7	7	7	7
8	8	8	8	8	8
9	9	9	9	9	9

TEST DATE					
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4	4	4	4	4	4
5	5	5	5	5	5
6	6	6	6	6	6
7	7	7	7	7	7
8	8	8	8	8	8
9	9	9	9	9	9

TEST ANSWERS (1-192)

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2	1	2	3	4	5	50	1	2	3	4	5	98	1	2	3	4	5	146	1	2	3	4	5
3	1	2	3	4	5	51	1	2	3	4	5	99	1	2	3	4	5	147	1	2	3	4	5
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7	1	2	3	4	5	55	1	2	3	4	5	103	1	2	3	4	5	151	1	2	3	4	5
8	1	2	3	4	5	56	1	2	3	4	5	104	1	2	3	4	5	152	1	2	3	4	5
9	1	2	3	4	5	57	1	2	3	4	5	105	1	2	3	4	5	153	1	2	3	4	5
10	1	2	3	4	5	58	1	2	3	4	5	106	1	2	3	4	5	154	1	2	3	4	5
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